

DTS Enterprise Incident Report August 2011

As of 9/6/2011

GOED

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Top Number - Total Incidents		
	Bottom Number - First Contact Resolution		
	High	Low	FCR Total
GOED	30	319	349
Customer Company Total	30	319	349

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Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Initial Response

Customer Company	High	Low	MIR Total
GOED	3 0	31 3	34 3
Customer Company Total	3 0	31 3	34 3

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Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards . Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Top Number - Total Incidents

Bottom Number -Average time in hours

Customer Company	High	Low	ATTIR Total
GOED	3 0.28	31 0.90	34 0.84
Customer Company Total	3 0.28	31 0.90	34 0.84

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Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Resolution

Customer Company	High	Low	MR Total
GOED	3 0	31 3	34 3
Customer Company Total	3 0	31 3	34 3

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Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Top Number - Total Incidents

Bottom Number - Average time in hours

Customer Company	High	Low	ATTR Total
GOED	3 0.33	31 4.99	34 4.58
Customer Company Total	3 0.33	31 4.99	34 4.58

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Detail

INC000000350459	Spencer Eccles Metro A Desktop Support	Application James Kammeyer	Error GOED	Ipads High	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.69 0.69
INC000000354516	Patrick Lee Capitol Hosting	Application Danny Black	Error GOED	None Low	Closed	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	11.00 99.52
INC000000355346	Zachary Derr Application Services	None Dustin Crump	None GOED	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.22 0.75
INC000000355406	Suzanne Redington Metro A Desktop Support	None Burton Brown	None GOED	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	4.51 4.51
INC000000355797	Chuck Spence Metro A Help Desk	PC/Laptop Cindy Schroeder	Password GOED	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000356792	Suzanne Redington Metro A Help Desk	None Cindy Schroeder	None GOED	None High	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.02
INC000000356815	Greg Slater Metro A Help Desk	None Cindy Schroeder	None GOED	None High	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.13 0.27
INC000000356826	Chuck Spence Metro A Help Desk	None Ed Conrad	None GOED	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.15
INC000000357033	Vicki Allison Voice Operations	Telecom Kelly Johnson	Voice Mail GOED	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.71 1.03
INC000000357202	Chuck Spence Metro A Desktop Support	Network Burton Brown	Error GOED	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 3.36
INC000000357809	Vicki Allison Voice Operations	Telecom Lois Schow	Voice Mail GOED	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.07 0.27
INC000000357850	Vicki Allison Capitol Desktop Support	None Scott Wunderlich	None GOED	None Low	Closed	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	9.90 10.37
INC000000359203	Chad Davis Capitol Desktop Support	PC/Laptop Michael Hussey	Hardware GOED	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.92 4.94
INC000000360336	Suzanne Redington Metro A Desktop Support	None Burton Brown	None GOED	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.05
INC000000360340	Suzanne Redington Metro A Desktop Support	None Burton Brown	None GOED	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.05
INC000000360343	Chuck Spence Metro A Desktop Support	None Burton Brown	None GOED	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.05

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INC000000362947	Amy Hamblin	None	None	None		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Burton Brown	GOED	Low	Closed	TTR Missed: No	TTR: 0.02
INC000000363214	Suzanne Winters	Application	None	Proofpoint Email Security		TIR Missed: No	TIR: 0.00
	Application Services	Martin Gonzalez	GOED	Low	Closed	TTR Missed: No	TTR: 0.08
INC000000363415	Mimi Davis-Taylor	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	GOED	Low	Closed	TTR Missed: No	TTR: 0.05
INC000000363438	Mimi Davis-Taylor	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Chad Poll	GOED	Low	Closed	TTR Missed: No	TTR: 4.88
INC000000363765	Zachary Derr	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.38
	Metro A Desktop Support	Robert Wall	GOED	Low	Closed	TTR Missed: No	TTR: 1.50
INC000000364817	Clayton Scrivner	None	None	None		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Chad Poll	GOED	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000365008	Jenni Osman	Application	Error	Novell GroupWise		TIR Missed: No	TIR: 0.11
	Metro A Help Desk	Cindy Schroeder	GOED	Low	Closed	TTR Missed: No	TTR: 0.14
INC000000365565	Amy Hamblin	PC/Laptop	Hardware	None		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Burton Brown	GOED	Low	Closed	TTR Missed: Yes	TTR: 20.16
INC000000365577	Fred Lange	PC/Laptop	Performance	None		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Mike Wilde	GOED	Low	Closed	TTR Missed: No	TTR: 1.73
INC000000366288	Roxanne Graham	None	None	None		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Mike Wilde	GOED	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000366428	Fred Lange	Application	Error	State Payroll System		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	GOED	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000368045	Peter Callister	None	None	None		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Burton Brown	GOED	Low	Resolved	TTR Missed: No	TTR: 0.05
INC000000368049	Winston Wilkinson	None	None	None		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Burton Brown	GOED	Low	Closed	TTR Missed: No	TTR: 0.04
INC000000368051	Christopher Conabee	None	None	None		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Burton Brown	GOED	Low	Closed	TTR Missed: No	TTR: 0.04
INC000000369653	Jenni Osman	None	None	None		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Burton Brown	GOED	Low	Resolved	TTR Missed: No	TTR: 0.02
INC000000370829	Brett Heimburger	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Help Desk	Vicky Marrelli	GOED	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000372382	Gary Harter	None	None	None		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Burton Brown	GOED	Low	Resolved	TTR Missed: No	TTR: 0.10

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INC000000374009	Fred Lange	Application	Error	Novell GroupWise 32-bit Window	TIR Missed: No	TIR:	0.00
	Application Services	Martin Gonzalez	GOED	Low	Resolved	TTR Missed: No	TTR: 0.85